Kentucky Board of Licensed Diabetes Educators (KBLDE) http://bde.ky.gov Frequently Asked Questions * July 18, 2017 Contact Info: Kelly Walls, Board Administrator 502-782-8814 Kelly.Walls@ky.gov

How do I renew my Apprentice Diabetes Educator Permit?

Our office recommends to submit your renewal at least 2 weeks in advance of the November 1st deadline.

Several thousands of licensees across different licensure boards renew around this same time of year through this office. Please be aware our Board Administrator may not be able to answer every phone call. Email is best for any questions if you are able to do so: Kelly.Walls@ky.gov. Voice messages and emails will be responded to in the order they are received, within approximately 1-3 business days during the renewal period. Thank you for your understanding during this busy time!

- If you would like to inquire about going on "INACTIVE" status or wish to voluntarily "TERMINATE" your permit, please email our Board Administrator at Kelly.Walls@ky.gov for further information.
- We strongly encourage you to set aside uninterrupted time to submit your renewal early and have all of your CE course information (course name, completion date, CE course provider name, amount of hours) ready to enter. The online system DOES NOT SAVE YOUR PROGRESS should you leave the computer and let it time out.
- It may be difficult to submit your online renewal using an iPad, iPhone, or other Apple device. We recommend to try using a different mobile device or a desktop computer if you are encountering any issues.
- ➤ NOTICE: IT IS THE APPRENTICE'S RESPONSIBILITY TO NOTIFY THEIR SUPERVISOR(S) IN ORDER FOR THEIR APPRENTICE RENEWAL TO BE COMPLETED. Supervisors must log into their own online eServices account, and select the "Supervision" option from the main page to review and approve their apprentices' supervision information.
- > Renewals must be submitted via your online eServices account. Direct link: https://oop.ky.gov/Eservices/Default.aspx
 - Most licensees have already set up a username and password from **last year's** renewal, if you cannot remember your username or password (case sensitive), or need your unique identifying "OP ID" number, please email our Board Administrator at <u>Kelly.Walls@ky.gov</u>
- Once you get logged in, select the "License Renewal" option from the main menu:



Click the "Renew" button off to the right-hand side that corresponds with your credential as issued by the Board of Licensed Diabetes Educators:

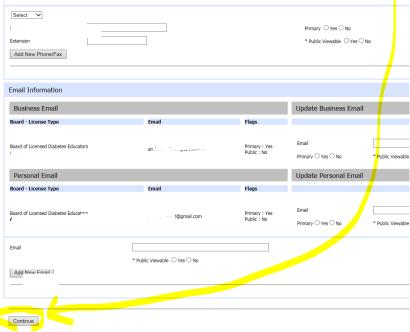


This document is to only be used as a guide, not an interpretation of the law. To read the law in its entirety see Kentucky Revised Statutes KRS 309.325 to KRS 309.339 and Kentucky Administrative Regulations 201 KAR 45:001 to 201 KAR 45:180.

You will need to update your information with at least your birth date, if it is not already on file by selecting "YES" for the question "Do you wish to update your name/birth date/address/phone/email information?" You can make any other contact/business information changes on this page. If you would like for any of your information to be made public, as to be searched in our licensee directory, you may click "*Public Viewable – Yes" where applicable. Otherwise, you may select "*Public Viewable – No".



When you are done making changes, <u>SCROLL ALL THE WAY DOWN to the very bottom</u> to select "Continue".



- > The next screen will ask you a few questions please select "Yes" or "No" for each question.
 - 1. If you are *not currently practicing and select "No"* for this question, your license status will be changed to "Active Not practicing" and will immediately end any supervision with your current supervisor(s) if applicable. You are still required to enter your 15 hours of continuing education, as well as pay the annual renewal fee.
 - 2. If you select "Yes" for questions #2 and/or #3, you will need to UPLOAD documentation from your computer/mobile device such as a Word or PDF document. If applicable, please upload a signed affidavit explaining the conviction and/or disciplinary action and the outcome of the conviction and/or disciplinary action. *This documentation will need to be reviewed by the Board after you submit your renewal. You will receive an email notification after the Board has had a chance to review, informing you of your approval status.
- After clicking the "Continue" button, APPRENTICES will now need to enter their supervision information.

 Your previous/current supervisor should already be listed. You may select the "REMOVE" button if you are no longer with the listed supervisor.

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NOTICE: AFTER SUBMITTING YOUR RENEWAL, IT IS YOUR RESPONSIBILITY TO NOTIFY YOUR SUPERVISOR(s) TO LOG INTO THEIR OWN ONLINE E-SERVICES ACCOUNT AND SELECT "SUPERVISON" ON THE MAIN PAGE TO REVIEW AND APPROVE YOUR SUPERVISION INFORMATION!

7

> This same screen also requires you to enter your CONTINUING EDUCATION information. We strongly encourage you to set aside uninterrupted time to submit your renewal early and have all of your CE course information (course name, completion date, CE Course provider name, amount of hours) ready to enter. The online system DOES NOT SAVE YOUR PROGRESS should you leave the computer and let it time out.

You may list hours carried over from last year's renewal (no more than 15 hours may be carried over). The annual CE accrual period shall be from November 1 of each year to October 31 of the next year.



- Continue moving through your renewal until you reach the payment screen. Here, you can enter payment information from your debit card, credit card, or checking account. Please give the system a few moments to complete the transaction after clicking submit.
- Apprentices: Your renewal will not be processed until your SUPERVISOR(s) logs into their own online e-Services account AND SELECTS "SUPERVISON" ON THE MAIN PAGE to review and approve what you have entered!
- After your renewal has been successfully processed, your eServices account will automatically reflect your new renewal date of November 1st, 2018 and your new expiration date (as to include the grace period) of December 31, 2018. You may return to the main menu to print off an updated wallet card and/or certificate, and you will receive an automated email within a few business days, letting you know your renewal has been processed.

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